From: Welch, Sylvia
To: "Crystal James"; Decker, Susan; Obe Everett; "Christina Veltkamp"; "Strickland, Matt J."; "Leslie Miller"; Ajit Apte; Alan Marshall; Allen Austin; Amanda Bayley; Ambuj Srivastav; Amy Schintz; Hodges, Angela; Annette Lovitt; Armando Bolivar; August Lindner; Barbara Oleck; Becki Cadis; Becky Pope; Bevan Grice; Billy Von Bautista; Blanca Barajas; Brenna Martin; Brij Majano; Cathy Wylie; Chantal Nault; Charlene Ussery; Charles Lei; Greenwood, Chasity L.; Christina Waite; Christine Martinez; Dailey, Chris B. - Customer Experience Applications Program Mgr; Cindy Nelson; Clayton Mauldin; Courtney Basile; Rojas, Cynthia E.; Damien Beresfeord; Darci Miller; Darrin Duhon; Dave Manville; Dave Vogel; Dave Yeselavage; David Garcia; David Rice; David Wiedmeier; Dawn Frye; Deb Braun; Debra Walz-Burkett ; Denise Hutchinson; Diala Batshoun; Donald Case; Donald Crow; Donald Dyson; Elaine Stupi; Elena Montalvo; Elizabeth O"Conner; Evelyn Page; Flora Chang; Gabby Mendoza; Gary Jensen; Gayle Shimizu; Gina Calabro; Glenn Amy; Greg Lyon; Hal Hagen; Harold Concepcion; Heather Hallett; Heather Warren; Hedi Ago; Hillary Bargagliotti; Hung Nguyen; Jean Chamberlain; Jeanne Atkinson; Jeff Mayne; Jeffrey Lo; Jennifer Turner; Jeremy Marquette; Jerrica Simms; Garcia, Jesus J. - Director, Business Analysis; Jim Weeg; Johanna Raycraft; John J Andreasik; John Little; John Sims; Josephine A. Sassano; Josephine Barrios; Joyce Miceli; Judith Miller; Julie O"Neal; Julie Stewart; Julien Bellorgey (julien.bellorgey@suez-na.com); Kathleen Pankoe; Kellie Reem; Kent Halder; Kevin Boutchard; Champion, Kevin; Khawer Rauf; Kris Peterson; Kristen Faulkner; Kurt Rowley; Leslie Benfield ; Linda D Beddows; Lisa Burnett; Lisa Chiasson; Lisa Holliday; Lisa Kappenman; Lisa Martinez; Lois Stark; Manoj Pandit ; Marge Vizcarra; Marianne Walker; Maribel Nieves ; Martha Hobson; Mary Corby; Matt Larson; Melani Chacon; Melissa Josey-White; Michael Moss; Michael Troia; Michelle Asaro; Michelle Gilchrist; Molly Cormaney; Morlon D Bell-Izzard; Norma Palomera; Oran Weaver; Osvaldo Hernandez; Paul Mason; Paul Roller; Peggy Ellison; Penny Karagianakos; Peter Manalil; Rajani Kondury; Rajesh Prasad; Raminder Singh ; Randy Barbee; Randy Miller; Randy Vance; Ray Anderson; Raymond Kelly; Regina DeGuzman; Richard A. Reese; Robert Jones; Robin Nichols; Robin Souder; Roger Brown; Ron Fennell; Ryan Darlow; Ryan Pham; Sally Barakat; Sami Balestri; Sandra Maganas; Scott Reed; Sickler, Richard L; Stacy Smith; Stella Udumula; Steve Rubin; Steven M Johnson; Steven Ober; Sue Twardy; Suzanne B. Hamilton; Tammy Byrd; Tarja Nummela; Tashonda Betts; Teri Kaczmarek; Teri Sovak; Terry Vicuna (terry.vicuna@epelectric.com); Tina Bekeros; Tom Glaser; Tony Kus; Tony Mossbarger; Tony Neal; Tonya Morin; Tonya Taylor; Tricia Zacharisen; Tremble, Troy A. - Manager, Customer Relationship Systems; Vijay Suravarapu; Warwick Tichbon; Wendy Greess; William Schmidt; Yelena Figueroa
Subject: RE: Disconnect Letter miscellaneous
Date: Wednesday, February 14, 2018 8:58:58 AM

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The termination date is calculated by our letter print vendor based on the creation date of the customer contact for termination letters. The customer contact is generated by the Termination Notice event on the collection process.

Our automated meters have a flag of remote disconnect = Y in CC&B (Characteristic on the Meter Type). When a FA is created, our integration bus attempts to send it to the MDM system. If that process fails at any point, the FA is sent to the mobile workforce system. Same FA type regardless of meter capability.

Sylvia T. Welch
Managing Director, IT
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From: Crystal James [mailto:Cjames@gcpud.org]
Sent: Tuesday, February 13, 2018 4:24 PM
To: Decker, Susan; Obe Everett; Crystal James; 'Christina Veltkamp'; 'Strickland, Matt J.'; 'Leslie Miller'; Ajit Apte; Alan Marshall; Allen Austin; Amanda Bayley; Ambuj Srivastav; Amy Schintz; Hodges, Angela; Annette Lovitt; Armando Bolivar; August Lindner; Barbara Oleck; Becki Cadis; Becky Pope; Bevan Grice; Billy Von Bautista; Blanca Barajas; Brenna Martin; Brij Majano; Cathy Wylie; Chantal Nault; Charlene Ussery; Charles Lei; Greenwood, Chasity L.; Christina Waite; Christine Martinez; Dailey, Chris B. -

Customer Experience Applications Program Mgr; Cindy Nelson; Clayton Mauldin; Courtney Basile; Rojas, Cynthia E.; Damien Beresfeord; Darci Miller; Darrin Duhon; Dave Manville; Dave Vogel; Dave Yeselavage; David Garcia; David Rice; David Wiedmeier; Dawn Frye; Deb Braun; Debra Walz-Burkett ; Denise Hutchinson; Diala Batshoun; Donald Case; Donald Crow; Donald Dyson; Elaine Stupi; Elena Montalvo; Elizabeth O'Conner; Evelyn Page; Flora Chang; Gabby Mendoza; Gary Jensen; Gayle Shimizu; Gina Calabro; Glenn Amy; Greg Lyon; Hal Hagen; Harold Concepcion; Heather Hallett; Heather Warren; Hedi Ago; Hillary Bargagliotti; Hung Nguyen; Jean Chamberlain; Jeanne Atkinson; Jeff Mayne; Jeffrey Lo; Jennifer Turner; Jeremy Marquette; Jerrica Simms; Garcia, Jesus J. - Director, Business Analysis; Jim Weeg; Johanna Raycraft; John J Andreasik; John Little; John Sims; Josephine A. Sassano; Josephine Barrios; Joyce Miceli; Judith Miller; Julie O'Neal; Julie Stewart; Julien Bellorgey (julien.bellorgey@suez-na.com); Kathleen Pankoe; Kellie Reem; Kent Halder; Kevin Boutchard; Champion, Kevin; Khawer Rauf; Kris Peterson; Kristen Faulkner; Kurt Rowley; Leslie Benfield ; Linda D Beddows; Lisa Burnett; Lisa Chiasson; Lisa Holliday; Lisa Kappenman; Lisa Martinez; Lois Stark; Manoj Pandit ; Marge Vizcarra; Marianne Walker; Maribel Nieves ; Martha Hobson; Mary Corby; Matt Larson; Melani Chacon; Melissa Josey-White; Michael Moss; Michael Troia; Michelle Asaro; Michelle Gilchrist; Molly Cormaney; Morlon D Bell-Izzard; Norma Palomera; Oran Weaver; Osvaldo Hernandez; Paul Mason; Paul Roller; Peggy Ellison; Penny Karagianakos; Peter Manalil; Rajani Kondury; Rajesh Prasad; Raminder Singh ; Randy Barbee; Randy Miller; Randy Vance; Ray Anderson; Raymond Kelly; Regina DeGuzman; Richard A. Reese; Robert Jones; Robin Nichols; Robin Souder; Roger Brown; Ron Fennell; Ryan Darlow; Ryan Pham; Sally Barakat; Sami Balestri; Sandra Maganas; Scott Reed; Sickler, Richard L; Stacy Smith; Stella Udumula; Steve Rubin; Steven M Johnson; Steven Ober; Sue Twardy; Suzanne B. Hamilton; Welch, Sylvia; Tammy Byrd; Tarja Nummela; Tashonda Betts; Teri Kaczmarek; Teri Sovak; Terry Vicuna (terry.vicuna@epelectric.com); Tina Bekeros; Tom Glaser; Tony Kus; Tony Mossbarger; Tony Neal; Tonya Morin; Tonya Taylor; Tricia Zacharisen; Tremble, Troy A. - Manager, Customer Relationship Systems; Vijay Suravarapu; Warwick Tichbon; Wendy Greess; William Schmidt; Yelena Figueroa
Subject: Disconnect Letter miscellaneous

*****WARNING*****

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Good afternoon.

We are currently in the middle of an automated meter reading project here at Grant PUD; replacing all the meters in the County. We have CCB v2.4 but do not have an MDM. Some of the automated meters/Service Points will allow us to disconnect from the office and some will still require us to roll a truck. We are curious if there are utilities that have a mix of meters like this as well and how you handle the Collection/Severance Processes in relation to:

1. Disconnect Letter; do you specify the actual disconnect date in the letters for SPs that have the automated meter? If so, did this require a customized algorithm to extract that information from your Collection or Severance Process?
2. Does your system create a different FA for the automated meters vs the roll a truck meters? If so, how did you accomplish this?

Any insight would be appreciated as we are looking forward to streamlining our Disconnect process with the automated meters.

Thank you

CRYSTAL JAMES

Customer Solutions Systems Analyst
1.509.766.2535
Ext 2929

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